

**Request for Proposals  
For  
Utility Bill Printing & Mailing Services  
CRM #76013**



CITY OF ROCKY MOUNT  
Purchasing Department  
331 S. Franklin St.  
P.O. Drawer 1180  
Rocky Mount, NC 27802-1180

**ADVERTISEMENT FOR BIDS**  
*CITY OF ROCKY MOUNT, NORTH CAROLINA*

Pursuant to Section 143-129 of the General Statutes of North Carolina, sealed proposals endorsed, "Utility Bill Printing & Mailing Proposal" will be received by the City of Rocky Mount Purchasing Office in the Administrative Complex, 331 South Franklin Street, until 3:00 P.M. on Monday, July 19, 2010, at which time they will be publicly opened and read.

Instructions for submitting bids and complete specifications and drawings for the work, equipment, supplies or services desired may be obtained at the office the City Purchasing Manager in the Administrative Complex during regular office hours of 8:30 A.M. through 5:00 P.M., Monday through Friday.

The City of Rocky Mount reserves the right to reject any and all bids. The City of Rocky Mount will not discriminate against any contractor submitting a bid because of race, creed, color, national origin or handicap.

**CITY OF ROCKY MOUNT**

Delton L. Farmer  
Purchasing Manager

## **GENERAL INFORMATION**

The City of Rocky Mount, North Carolina (City) is in the process of implementing a new utility billing and customer information system from Advanced Utility Systems, Toronto, Ontario, Canada. The new system, referred to as CIS Infinity, will replace the City's existing legacy utility billing system. The City anticipates that CIS Infinity will go live on or about December 6, 2010. Should there be cause for the City to go live after December 6, 2010, there is to be no penalty assessed by the vendor.

The City departments that deliver utility services currently serve approximately 30,000 residential and commercial customer accounts with electric, gas, water, waste water, refuse, and storm water services and billing. Utility billing services are administered by the Business Office Division of the City Finance Department. The entire process of printing and mailing utility bills was outsourced in 2003 and this process remains outsourced to date.

## **SCOPE OF SERVICE**

The City of Rocky Mount, North Carolina is seeking proposals from qualified Vendors who are capable of printing, folding, inserting and mailing monthly utility bills generated from the CIS Infinity system, when it is launched, in an efficient, timely and professional manner. The City has 22 bill cycles and bills approximately 1,800 bills daily. All printing, folding, inserting, and mail processing services will be performed by the selected Vendor "in-house" at the Vendor's facility. **Subcontracting of these services is not acceptable.**

## **SCOPE OF WORK**

1. The Vendor shall receive customer billing information for each customer from the City's CIS Infinity utility billing and customer information system via a zip disk, compressed electronic data transfer, or some other agreed upon electronic means. The Vendor will process the data to generate printed City utility bills. Vendor shall provide printing materials and envelopes. The City may elect to furnish printed informational inserts that the Vendor will store in their facility until inserted in the utility bills. The City also desires that Vendor have the capability to design and/or print inserts at the City's option.
2. Vendor shall print residential or industrial customer bills two-sided on a high quality laser printer on 8 ½ inch x 11 inch, 24 pound white laser paper with a U.S. brightness rating of at least 96 and at least 30% post consumer recycled content. Bills will be printed in one color plus black and have a perforated remittance stub for customers to mail with payments.

3. The bill will be folded and inserted along with a #9 reply envelope and, on occasion with up to two (2) inserts, in a #10 two (2) window envelope.
4. Vendor shall have the capability to deliver approximately 1,200 internal City and Housing Authority bills monthly to the City for distribution. City bills may be bundled for single mailing. Housing Authority bills shall be bundled, boxed, and mailed back to the City.
5. Vendor shall implement safeguards and checks to avoid duplicates, wrong addresses, improper dates, and other erroneous information in billing notices. Vendor shall also implement safeguards and checks to ensure that the City's bills, envelopes and/or billing data are not mixed or any way combined with other organization's bills, envelopes and/or data. Any bills that are not presentable, have incorrect information not supplied by the City, or are incorrect due to Vendor processing problems or mistakes will be reprocessed immediately and at Vendor's expense.
6. Metered postage shall be First Class Rates, presorted down to the lowest possible U.S. Postal Service rate. Prepaid postage is not needed on return envelopes. Vendor shall certify that mailings conform to all current U.S. Postal Service regulations such as CASS certification, Delivery Point Barcode (DPBC), and any other regulations that apply. Vendor will provide certification with their proposal and at the six (6) month point in the contract that their mailings do conform to all current U.S. Postal Service regulations.
7. Vendor shall provide City with an accounting of postage charges on a monthly basis. A monthly manifest will be sent to the City by the 5<sup>th</sup> business day of the following month that shows details of the total number of printed bills, bills mailed, and the cost billed to City for postage and services.
8. Vendor shall provide the City with a final bill count for approval. Vendor shall be obligated to process bills and deliver them to the U.S. Postal Service within two (2) full business days of receiving final production approval from the City or by end of the next business day.
9. Attachment B is the file format for electronic bill presentment from Advanced Utility System's CIS Infinity. The City intends to use this file format for submission of bills to the Vendor.
10. Vendor shall provide physical and logical (i.e. network, server, password) security measures to protect the City's and customers' data from physical

theft, identity theft, and improper disclosure and use during the time that the data is in the possession of Vendor.

11. In order to meet the anticipated go live date of CIS Infinity, the City desires that the selected Vendor complete contract start up activities, bill design and testing **no later than November 8, 2010** in preparation for the hard parallel phase of the City's project.

## **PROPOSAL SUBMISSION**

All questions must be submitted via e-mail to Delton Farmer at [Delton.Farmer@rockymountnc.gov](mailto:Delton.Farmer@rockymountnc.gov) no later than **noon Eastern time on Monday, July 12, 2010**.

The City will respond to all questions via a single email message no later than Wednesday, July 14, 2010.

Proposers that do not submit questions but wish to receive the City's response to RFP related questions, must send an email notice to Delton Farmer at the email address above no later than noon Eastern time on Monday, July 12, 2010.

All Vendor responses to this Request for Proposals shall be clearly marked **"Utility Bill Printing & Mailing Proposal"** and delivered **on or before 3:00 p.m. Eastern time on Monday, July 19, 2010**.

Vendor shall submit three (3) hard copies and one (1) electronic copy of their proposal to:

CITY OF ROCKY MOUNT  
Delton Farmer, Purchasing Manager  
331 South Franklin Street  
P.O. Drawer 1180  
Rocky Mount, NC 27802-1180

Proposals received after 3:00 p.m. Eastern time on Monday, July 19, 2010 will be considered as "NON-RESPONSIVE" and not considered for bid award.

## **BID BOND**

Each Vendor submitting a proposal response shall include with their proposal a bid bond in the amount of \$5,000.00. The \$5,000.00 bid bond is to guarantee that the successful bidder will execute the contract should they be selected as the vendor to provide the required services for this contract. This bid bond shall be "retained if the successful bidder fails to execute the contract within 10 days after the award or fails to give satisfactory surety as required herein",

The bid bond shall be in the form of cash, cashier's check, certified check or a bid bond by a surety licensed to do business in North Carolina. Return of the bid bond to the successful bidder shall be made after receiving the performance bond.

### **PERFORMANCE BOND**

Performance of the requirements of this contract by the Vendor selected for contract award is of the utmost importance. Therefore, the Vendor awarded the contract shall provide a 100% performance bond based on the TOTAL COST of the contract as stated on page 10 of these bid specifications within 10 days of notification of bid award to their company. The 100% performance bond is to "secure the performance of the contract requirements throughout the contract period". Should the Vendor fail to provide the requirements without acceptable remedy the Vendor forfeits the performance bond amount to the City of Rocky Mount.

### **PROPOSAL FORMAT**

Each Vendor submitting a response to this RFP will submit the following information regarding qualifications to complete the services in a timely, secure and professional manner. The City requests that proposals closely follow the format provided below and use Attachments provided by the City as requested. Incomplete or difficult to understand proposals may be disqualified at the City's discretion.

1. A cover letter of no more than two (2) pages in length that summarizes your firm's proposal including why your firm is best able to provide the services described herein. This letter must also include a statement that your firm's proposal is good for a period of 90 calendar days from July 19, 2010 and be signed by a representative with the appropriate level of authority to bind the firm.
2. A description of your firm including physical address where the bills will be printed, number of employees at this site, number of years in business, number of municipal customers as of the date of proposal submission, and total number of bill print customers as of the date of proposal submission.
3. At least three (3) utility billing customer references, preferably municipal governments, of similar size and scope to the City, along with a current contact name, organization name, number of bills processed monthly, contact email address and contact telephone number for each reference.
4. Any other supporting information regarding your firm's capacity and capabilities to perform these services that may be of benefit to the City and better explain your proposal.

5. A narrative that describes your firm's understanding of the technology to be used by the City and your firm's capability and experience with using this type of file format to print utility bills. Also, include any technical information not addressed in the RFP that you believe the City should consider.
6. A detailed work plan to implement utility bill presentment, printing, stuffing and mailing from the City's CIS Infinity system from contract award to go live. List the steps required and the anticipated time required for each step. Include what resources the City will be required to provide during start up and over the course of the contract term.
7. Explanation or a copy of your firm's physical and logical security policies and disaster prevention and recovery and/or business continuity plans.
8. A description and/or copy of data retention and disposal policies and procedures.
9. Samples of utility bills, mailing envelopes, return envelopes, and monthly postage cost manifests.
10. Identification and explanation of early contract terminations for cause that occurred within the last three (3) years. If none, please state.
11. The City desires to have a contingency plan in place in case issues occur with electronic transfer of data from the new CIS Infinity system to the bill print outsource firm. Include a description of your firm's recommended contingency plan such as printing bills from images captured by the City and provided to your firm in PDF format. Include costs for this service.
12. Fee proposals will be submitted on Attachment A and include costs on a per unit basis.

## **EVALUATION OF PROPOSALS**

An evaluation of each proposal and the selection of the top proposals will be performed by the City. The top proposers may then be invited to make a presentation on-site at the City of Rocky Mount. The selection recommendation will be presented to the City Council for their approval. The City desires to present this recommendation at the City Council meeting in early August 2010.

The recommendation for the successful Vendor will be based on the following.

1. Vendor's experience, capacity and capability to provide the services in a professional, timely, and secure manner.
2. Vendor's understanding of the City's technical requirements and demonstrated ability to meet or exceed them.
3. Cost of providing the services.
4. Ability to meet the time frame required by the City for go live of the new CIS Infinity system.
5. Information obtained through reference checks.

### **TERMS & CONDITIONS**

1. The City reserves the right to reject any and all proposals. The City will not discriminate against any Company submitting a bid because of race, creed, color, national origin or handicap. The City reserves the right to reject any and all bids and to waive any informalities.
2. Provide for an annual contract commencing on the date of the award and continuing for the period of one (1) year. The City reserves the right to renew the contract for two (2) additional one-year periods, provided both parties are in agreement. Price proposals must remain consistent through the life of the contract.
3. The contract may be terminated by either party by giving written notice to the other party no later than one-hundred twenty (120) calendar days before the proposed termination date.
4. All proposals shall constitute, for a period of 90 calendar days, an irrevocable offer to provide the City the services set forth in the specifications and proposal.
5. The successful vendor will have access to the personal information of the City and its residents and businesses. This information is to be considered confidential and proprietary and, as such, the Vendor may not release any of the information to any source other than the established City's contact.
6. The City will provide the successful vendor with information for the sole purpose of use under this contract. At no time shall the successful Vendor reproduce the City of Rocky Mount's logo, return address or any other identifying or proprietary information for any other purpose. Also, the Vendor shall not use the City of Rocky Mount in and advertisements without the written consent of the City.



**\*\*PRICE PROPOSAL \*\***  
**UTILITY BILL PRINTING AND MAILING SERVICES**  
**ATTACHMENT A**

**MONTHLY VOLUME**

Quantity	UOM	Description	Unit Price	Extended Price
*32,980	Page	Printing single page (duplex) on 8.5x 11"	\$ per page	\$
		Perforated stock		
1,261	Page	Additional Pages	\$ per page	\$
*32,980	Piece	Mailing envelope, #10 double window	\$ per piece	\$
*32,980	Piece	Return envelope, #9	\$ per piece	\$
*32,980	Unit	Folding & insertion charges including up to 2 inserts	\$ per unit	\$
*32,980	insert	1 additional insert	\$ per insert	
*32,980	Ink color	1 additional color	\$ per color	\$
*32,980	<b>Packet</b>	<b>Collated Packet</b>	<b>\$ per packet</b>	
*32,980	page	Web base document viewing processing fee	\$ per piece	\$
1	Monthly	Web base Viewing maintenance fee	\$ flat fee	\$
			<b>SUB -TOTAL</b>	\$

\* 12-month average volume (June 2009-May 2010)

**ATTACHMENT A**  
**PRICE PROPOSAL CONTINUED**

**HANDLING FEES & MISCELLANEOUS SERVICES**

Quantity	UOM	Description	Unit Price	Extended Price
1,250	Piece	Multiplies Handling Fee	\$ per piece	\$
994	Piece	Pulls Handling Fee	\$ per piece	\$
5	Piece	Unqualified Handling Fee	\$ per piece	\$
10	Piece	10x13 Window envelopes required for multi-packet containing greater than 9 bills	\$ per piece	\$
		<b>SUB -TOTAL</b>	\$	\$

**POSTAGE FEES**

Quantity	UOM	Description	Unit Price	Extended Price
1		Initial Postage Account Deposit	\$	\$
	Unit	Flat Rate Postage	\$ per unit	\$
		<b>SUB-TOTAL</b>	\$	\$

**DEVELOPMENT/PROGRAMMING FEE**

Quantity	UOM	Description	Unit Price	Extended Price
1	Unit	Initial Set-up/ Programming Charges (to include hard coding bill messages, etc.)	\$ flat fee	\$
		<b>SUB – TOTAL</b>	\$	\$
		<b>TOTAL COST</b>	\$	\$

**5% BID BOND INCLUDED AS REQUIRED: YES\_\_\_\_\_ NO\_\_\_\_\_**

If your Company has other fees that need to be considered by the City of Rocky Mount during the bid evaluation process but is not addressed above, the Company is asked to provide this information on a separate sheet and include it with their bid price proposal along with associated costs.

SIGNATURE:\_\_\_\_\_

ADDRESS:\_\_\_\_\_

\_\_\_\_\_

TELEPHONE:\_\_\_\_\_ FAX:\_\_\_\_\_

E-MAIL ADDRESS:\_\_\_\_\_